

Terms and Conditions of the NMD Service Department – 2022

Marlon Dwyer, service manager, service@nmdgreen.com

Nick Rivers, service foreman, nick@nmdgreen.com

Brian Nelson, owner, brian@nmdgreen.com

Two Person Teams:

We sell service time and have a one hour minimum; we charge \$280/hr for two person team consisting of Master and Apprentice Tech.

Travel Time:

We apportion the travel time of the work day amongst our jobs for that day – therefore if summer traffic is horrible and travel is slow and it takes longer to get to each job, that time is apportioned to each job. Similarly going to Chappy and Aquinnah – those added travel times (stuck in the ferry line both ways, stuck behind a bike on South Road) will be apportioned to the jobs of the day.

Invoicing Every Week:

Our work week is Monday thru Sunday. We send out an invoice every week on the following Wednesday and run credit cards on that Friday. Therefore, if a job is not completed by Sunday, and we return the following week, we will send a total of two invoices, one for each week.

Credit Card and email address:

Just like many on-line merchants, we require a credit card on file and a working email address. We aim to do most of our communication via email.

Quotes:

We sell service time so our quotes are all at time and materials – we will charge for the time and materials it took to do the work. We usually request a deposit of 50% or all of the materials before we start work.

Markup:

We mark up the cost of our parts to cover our overhead and business expenses. If a part that we install is defective, our markup covers the cost to us to replace or repair it. If a customer provides parts we will install but there will be no warranty coverage. Our NMD warranty is for one year on the installation of parts that we provide.

Warranty:

We will inquire about the coverage for the defective part. We invoice for the cost of the part and when we are reimbursed by supply house we will reimburse our customer. Labor is not covered by NMD and will be invoiced – if there is labor coverage from a warranty then the customer will pay our invoice and then they can seek reimbursement from the manufacturer for the labor cost.

Progressive Diagnostic process:

Modern equipment is very complex and when there is a malfunction many possible causes are usually possible. We work with tech support to eliminate the most obvious and common culprits first before proceeding to more remote causes. We may need several visits to progressively eliminate variables until we can resolve the cause or causes of incorrect operation. After two visits with a two person team, we can send Nick Rivers, our service foreman, at \$150/hr.

Emergency On Call:

We have a on-call tech for service after our regular business hours. There is a two hour minimum charge and we charge \$250/hr for the on-call tech.

We do not service oil burning equipment, water wells, or clogged drain lines. We can make recommendations for these situations.

Power Quality:

The Vineyard power grid is under great stress and is the cause of a tremendous number of control board failures and problems with operation of modern HVAC equipment. This damage occurs to equipment from all manufacturers and will sometimes not be covered by their warranties.